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Information Technology Resource Management Council (ITRMC)
                Access Idaho Steering Committee
                        Meeting Minutes
                (Approval by Committee on April 26, 2001)
                        February 22, 2001
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The Access Idaho Steering Committee monthly meeting was held on Thursday, February 22, 2001 from 1:40 to 2:50 p.m., in the East Conference Room of the J.R. Williams Building, Boise, ID.

CALL TO ORDER, WELCOME

Chairman Bill Farnsworth, who welcomed members and others in attendance, called the meeting to order.

ATTENDANCE

Members Present:

Mr. Keith Bumsted, Idaho Transportation Dept
Mr. Bill Farnsworth, ITRMC Staff
Mr. John McAllister, Department of Labor
Mr. Scott Somerhalder, Access Idaho

Absent Members:

Mr. Chuck Goodenough, Secretary of State
Mr. Rob Spofford, IDWR
Mr. Mark Little, Division of Purchasing

Others Present:

Ms. Angela Babcock, State Controller's Office
Mr. Jon Eckerle, Dept. of Administration
Mr. Rich Elwood, ITRMC Staff
Ms. Emily Gales, ITRMC Staff
Mr. Jeff Walker, Access Idaho

BACKGROUND

Access Idaho is the official name for the State of Idaho Internet portal, or "electronic front-door", for citizen access to on-line government services and information. The State of Idaho established a statewide contract for portal services in December 1999, creating a public-private partnership with **Idaho Information Consortium** (IIC). IIC is an affiliate of the National Information Consortium (NIC), the nation's leading provider of Internet electronic government services. On May 3, 2000, Idaho officially launched www.accessidaho.org. The portal includes a re-designed State of Idaho Home Page, for easy access to all agency Web sites, where a variety of E-Government applications are being developed. The portal is designed to streamline citizen access to Idaho government services and information.   As the state's Portal Provider, IIC will be assisting state agencies in the development of Internet applications, as well as Web page design. The Steering Committee has been appointed by ITRMC to oversee the progress of Access Idaho.

HANDOUT REVIEW

Chairman Bill Farnsworth reviewed the **Background on Metadata Standard** handout with the Committee. It has been generally agreed upon by webmasters, information technology (IT) managers and others that the Metadata standard is a good thing. Our pages need to be made more searchable, and we would like to get as many people involved as possible, Farnsworth said. The Idaho State Library is excited about this proposal and is willing to put forth effort, manpower and research. In addition, the State Library has offered to compose an informational piece on the Metadata standard.

Farnsworth referred to a handout dealing with **press coverage** and **high rankings** that Access Idaho has received.

Chairman Farnsworth then referenced a News Release for the launch of the **Small Business Solutions Web site**. A number of agencies have been involved in the design and composition of this Web site. Though the site is presently supported by grants to the Reducing Idaho's Bureaucracy Committee (RIB), it will most likely integrate with Access Idaho in the future.

Farnsworth also reviewed the **Secure Application and Data Access For State Employees** handout. The Department of Administration has been working extensively with the Tax Commission and the State Controller's Office on this project. The Controller's office is especially excited about this, as Internet access to employee records would be a great paper, cost and time savings. A preliminary report on this project is due by March 16, 2001.

MOTION TO APPROVE JANUARY 25, 2001 MEETING MINUTES

Scott Somerhalder moved and Keith Bumsted seconded to approve the January 25, 2001 Access Idaho Steering Committee Meeting Minutes, and the motion passed unanimously.

REPORT FROM ACCESS IDAHO

Scott Somerhalder reviewed the Access Idaho **General Manager's (GM) Report**.

During the month of February 2001, Access Idaho was involved in several high-profile applications. Also, Creative Services continues to set an aggressive pace, as they will develop twelve to fifteen new Web sites in 2001, Somerhalder said.

- The Attorney General's **"No Call List"** that went live January 2, 2001, has moved to the second phase. Phase two mandates that Telemarketing companies purchase the first quarter list by April 1, 2001. Access Idaho is working with the Attorney General's office to get a better feel of how they are marketing this to the telemarketer groups. Access Idaho will then offer ways to help with and/or enhance those methods.

- The Department of Labor's **Unemployment Insurance application** is moving from the requirements phase into the design and testing phase. Access Idaho is on track for second-quarter Beta testing and product launch in early July 2001. Due to the potential for large sums of money that could be moved via this application, Access Idaho is working very closely with the Department of Labor and will cover an extended test period for the application. Users of

this service will be able to view their account balance with the State (as well as pay with electronic check, among other methods) and electronically file reports.

- Access Idaho has been working closely with the Idaho Transportation Department and Division of Motor Vehicles' IT staff to complete the on-line **interactive motor vehicle search application** for driver's license records. There will be a small, three-day window of testing on the application before it is launched. The target launch date for this application is March 1, 2001. Access Idaho's Director of Development, who has been extremely committed to this project, is building the application. Somerhalder notes that this application is integral to the funding of the Access Idaho portal and will allow IIC to grow for many years to come.

- The Idaho Real Estate Commission's monthly newsletter (Real Estatements) featured a front-page article supplied by Access Idaho. The article, written by Jeff Walker, described the benefits and features of the new on-line license renewal application. Access Idaho will continue to work with the Commission to help its members understand the search. The Ada County Association of Realtors would like to include something in their newsletter explaining to their members how to register on-line. Their president would also like to review (with Access Idaho) what on-line services are available to realtors. The **license renewal application** is not one of high volume, but we expect to see an increase once more publicity has been generated, Somerhalder noted.

- The Secretary of State's **Uniform Commercial Code (UCC) liens search** has attracted over 150 users and subscribers since it went live in January 2001. It has been recognized by two organizations for its potential to help them improve their business practices. The Idaho State Bar invited Access Idaho to demonstrate this application and train members of the Corporate Law section at their Continuing Legal Education Program, where the application will be launched (April 20, 2001). The Northwest Chapter of the National Association of Credit Managers also invited Access Idaho, via the JR Simplot Company, to demonstrate the UCC search application in June 2001 at Sun Valley, Idaho.

  ➢ This month, Creative Services performed revisions to the help files of the UCC liens search to make prior developments of the search easier to understand.

- Access Idaho met with the **Division of Building Safety** regarding the development of a searchable database. There will be two search phases developed for the Division. The first phase will deal with the confirmation of licenses, in which a search by license number or name/company will be required. The second phase will deal with licensing and renewals.

- Creative Services completed the template for the **Lieutenant Governor's Web site** this month. In addition, **creative development continues** on the template for the State Department of Education, Board of Pharmacy and Idaho Disability and Determination Web sites.

- Meetings have taken place to gather requirements with the Idaho Highway Technical Assistance Council and Idaho Range Land Commission. Over the next few months, Creative Services is scheduled to meet with the Idaho State Police and Idaho State Tax Commission - County Section. Somerhalder noted that not only large agencies are benefiting from Access Idaho.

- Somerhalder closed by referring to the list of completed applications done by Access Idaho.

DISCUSSIONS

There was discussion between Keith Bumsted, Bill Farnsworth and Scott Somerhalder regarding "**premium services**" (e.g. with respect to capacity/performance issues that may arise), which could be offered to customers in the future.

Mr. Somerhalder then referenced the **WebTrends: Web Usage Summary** handout. In May 2000, approximately 4.2 million hits were made to the Access Idaho Web site. In January 2001, there were 7.2 million hits made. This is attributed to work done by Jon Eckerle and staff (Department of Administration), the webmasters in the State of Idaho; marketing done by Access Idaho; and new applications accessible through the Access Idaho site.

There was discussion regarding the State of Idaho's processing capacity. Access Idaho looks at this in terms of number of users, and is seeing about four to five percent of total usage, peaking at eight percent. During non-legislative session, the Department of Administration generally runs 22-25 percent of their total processing capability. Along the same lines, more of Administration's problem with capacity has been redundancy, Farnsworth said, due to a number of single points of failure. However, the Department of Administration has included resolutions to these problems in its budget for the upcoming year. Also, Administration has some flexibility to add bandwidth in a fairly short timeframe, said Farnsworth.

MOTION TO APPROVE IDAHO DEPARTMENT OF LABOR SLA

John McAllister moved and Bill Farnsworth seconded a motion to approve the Idaho Department of Labor SLA, and the motion passed unanimously.

MOTION TO APPROVE IDAHO STATE DEPARTMENT OF EDUCATION SLA

A motion was moved and seconded to approve the Idaho State Department of Education SLA, and the motion passed unanimously.

NEW BUSINESS/ADJOURNMENT

Chairman Bill Farnsworth noted that **prioritization** is important to the Committee. Also, projects/applications that impact a large number of citizens in a broad spectrum across the State are the Committee's highest priority. Chairman Farnsworth later mentioned that Access Idaho has received a number of requests from agencies for **internal-type applications**. At this time, these kinds of projects are being redirected to other sources, as they are outside the scope of Access Idaho's projects. If an application requested is outside the current scope, but would be beneficial to other agencies, there is a per-hour fee schedule set up. Access Idaho is presently trying to avoid these types of applications, though there have been discussions on developing templates for them, Somerhalder said.   Furthermore, there is a centralized *Intranet* server, housed at the Department of Administration, which is available to any state agency on the same basis as the Internet server, Eckerle said.

Farnsworth then introduced **Rich Elwood**, Statewide IT Coordinator, to the Committee.

Access Idaho held a preliminary meeting with the Industrial Commission to educate them on what can and cannot be done. One goal is to have the ability to search their data for companies that are covered by Workman's Compensation.

As there was no other new business to come before the Committee, Chairman Bill Farnsworth thanked those in attendance and adjourned the meeting at 2:50 p.m. The next Access Idaho Steering Committee meeting is scheduled for Thursday, March 22, 2001 from 1:30 - 3:00 p.m. in the East Conference Room, Joe R. Williams Building.

Respectfully submitted,

Emily Gales, ITRMC Assistant